

PATHWAY TO ACCESSING A HOME CARE PACKAGE

For people over 65 yrs. or 50 yrs. for people of Indigenous background

- Step one:** Contact My Aged Care on 1800 200 422 to discuss your needs. My Aged Care will determine if you require an assessment from the Regional Assessment Team (RAS) or the Aged Care Assessment Team (ACAT) to receive Australian aged care subsidised services. These assessments are free.
- Step two:** Once you established eligibility, a member of the RAS team or ACAT team will contact you to discuss about your care needs and allocate a level of service that you will be eligible to receive. More specifically:
- If your needs are low i.e. only need assistance once a fortnight for a couple of hours then you will may be eligible to receive services under the Commonwealth Home Support Services. If your needs are low or high and require regular visits then you may be eligible to receive a Home Care Package.
- You will receive a letter of approval and placed in a national queue for a suitable home care package that. Your progress in the queue will be determined based on your priority for care and the time you waited for a package.
- Step three:** Once you receive confirmation of your eligibility then you start making enquiries with a Service Provider in your region (listed under My Aged Care) if they have availability to provide you with the service/package you require and the costs.
- Step Four:** Confirm your unique referral code that was provided from My Aged Care
- Step Five:** Start to negotiate your preferred provider to develop a Care Plan and Home Care Agreement (for Home Care Packages).
- i.e. How they can best service your needs (flexibility and responsiveness)
 - Fees and charges and what they mean
 - Any other additional services offered and their costs
- Step Six:** Start receiving your Home Care Package.

Fees:

Home Care Packages have the following fees:

Full pensioners:	Service Providers can charge you 17.5% of your pension on a fortnightly basis (around \$140 per Fortnight or around \$10 per day), if you are a full pensioner.
Part pensioners and Self retirees:	You can use the fee estimator on the website: www.myagedcare.gov.au/fee-estimator/homecare ; or call My Aged Care on: 1800 200 422.
Exit amount:	Service Provider may charge you an Exit Amount if you decide to take your package to another Service Provider. FOCAL's exit fee is \$150.00
Administration costs:	FOCAL is able to charge administration fee to recover costs associate with providing care and services to you. A percentage is allocated to each level of package. i.e. Home Care Package Level 1 3% Home Care Package Level 2 8% Home Care Package Level 3 12% Home Care Package Level 4 18%
Case Management costs:	FOCAL's Case Management Costs (for high Care needs) is set at \$66 per hour including GST.

If you cannot afford the fees, you may able for financial hardship.

Developing a Care Plan.

Your Service Provider will already have the assessment completed by the Regional Assessment Team or the ACAT team. Your provider will work with you to develop your personalised care plan and individual budget. Your goals will help you choose the care and the supports you need.

Developing your care plan you need to consider the following:

- What do I need to improve my day to day life?
- What do I enjoy doing the most?
- What supports I need to remain safe in my home?
- Where and when I want the support services to take place?
- If I have a carer how does that fit with the supports my carer provides me with?

A copy of your care plan will be developed and implemented within 3 working days and your services will start within 5 working days from the day you sign the Home Care Agreement with FOCAL. You can change your care plan as you go if the current one doesn't meet your needs.

See enclosed Checklists Provided by My Aged Care in relation to:

- Research Home Care Providers and work out costs
- Enter into a Home Care Agreement
- Changing Providers

Visit website:

www.myagedcare.gov.au

Check list – Research home care providers and work out costs

Once you have been assessed as eligible to receive a home care package, you should start researching potential providers and understand how much you might need to contribute to the cost of your care.

Use this checklist to help guide you through the process of researching home care providers.

1. Following your assessment

- a. approval letter received with package level and approval date

2. Create a short list of providers in your local area

- b. use the Service Finder on the My Aged Care website www.myagedcare.gov.au; or contact My Aged Care on 1800 200 422

3. Work out the fees

- c. use the fee estimator tools on the My Aged Care website to estimate costs
- d. arrange for an income assessment with DHS*, call 1800 227 475
- e. understand the basic daily fee and income-tested care fee

4. Contact potential providers and discuss what they can offer and how much they charge under the package

- f. where is the provider located?
- g. do they cater for any special requirements I may have – language, cultural, diversity?
- h. where and when will they provide my support?
- i. who will provide my services?
- j. how much will the care and services cost?
- k. are there other charges applied and what do these cover?
- l. what checks do they complete to ensure quality of service?

5. Receive your home care package assignment letter

Remember: You cannot enter into a Home Care Agreement until we have written to you to let you know a home care package has been assigned to you.

* If you are already receiving means tested income support payments, this information will already be held by DHS/DVA so you do not need to arrange for an income assessment. If this information is not held and you choose not to have your income assessed, you can be asked to pay the maximum fee.

Checklist – Enter into a Home Care Agreement

When a suitable package becomes available, you will receive a letter advising you of the assignment of your home care package, including your unique referral code and date by which you need to use this code to enter into a Home Care Agreement.

Use this checklist to help guide you through the process of negotiating your Home Care Agreement with your preferred home care provider.

1. Be assigned a home care package
 - a. package assignment letter received with referral code and expiry date

2. Contact preferred provider
 - b. take a copy of your package assignment letter
 - c. take a copy of your income assessment results
 - Note:** If you have not yet arranged for an income assessment, call DHS on 1800 227 475*
 - d. do you need more than 56 days to make a decision?
 - i. contact My Aged Care on 1800 200 422 for an extension

3. Enter into a Home Care Agreement
 - e. provider develops personal (package) budget
 - f. agree to structure and layout of monthly statements
 - g. understand conditions and charges that will be made to your home care package funds including any exit amount
 - h. sign your Home Care Agreement

4. Begin and manage your services
 - i. review care plan on a regular basis to ensure it is still meeting your needs
 - j. if your needs have changed, book an appointment with your home care provider to discuss

* If you are already receiving means tested income support payments, this information will already be held by DHS/DVA so you do not need to arrange for an income assessment. If this information is not held and you choose not to have your income assessed, you can be asked to pay the maximum fee.



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Call My Aged Care on 1800 200 422
or go to www.myagedcare.gov.au

Check list – Changing providers

If you are interested in changing your home care provider, either because you are moving location or looking for a better fit, you can do so.

Use this check list to help guide you through the process of changing providers.

1. Read current Home Care Agreement
 - a. understand any conditions and exit amount for changing providers
2. Start researching new providers in your local area
 - b. use the Service Finder on the My Aged Care website www.myagedcare.gov.au or contact My Aged Care on 1800 200 422
3. Decide on a suitable provider and check they can deliver the services you need
4. Agree end date for home care services with old provider

Note: you have 56 days from this end date to enter into a Home Care Agreement with a new provider. You also have the option of requesting a 28 day extension.
5. Contact My Aged Care and request referral code re-activation
6. Give new provider your referral code
7. Enter into a Home Care Agreement
 - c. provider develops personal (package) budget
 - d. agree to structure and layout of monthly statements
 - e. understand conditions and charges that will be made to your home care package fund, including any exit amount
 - f. agree on the start date to commence with your new provider

Note: this must be on or after the end date of services with your current provider
 - g. sign your new Home Care Agreement
8. Give old provider details of your new provider within 56 days of your agreed end date so they can transfer any unspent funds
9. Receive notice from old provider with details of unspent funds
 - h. if notice not received within 56 days of agreed end date, contact old provider
10. Provider transfers unspent funds (if any exist) to new provider, within 70 days of agreed end date of services
11. New provider includes details of the unspent funds transferred to them in your next monthly statement